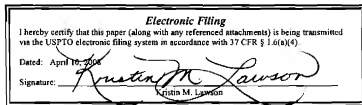


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Michael P. Lilly, *et al.* Confirmation No.: 1577  
Application No.: 09/690,566 Group Art Unit: 3623  
Filing Date: October 17, 2000 Examiner: Van Doren, Beth  
For: System and Method for Determining and Reducing Customer Service Impact

MAIL STOP AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:



REPLY PURSUANT TO 37 CFR § 1.111

In response to the Official Action dated December 10, 2007, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ Amendments to the Specification begin on page \_\_ of this paper.
- ☒ Amendments to the Claims are reflected in the listing of the claims which begins on page 2 of this paper.
- ☐ Amendments to the Drawings begin on page \_\_\_\_\_ of this paper and include an attached replacement sheet.
- ☒ Remarks begin on page 15 of this paper.